

Quality Framework for Disability Services in Victoria (2007)

# Standards for Disability Services in Victoria (2007)



Standards are simply about doing things a consistent way. Standards form part of our every day lives, and assist to establish a common language that defines quality and establishes criteria for safety, rights, reliability, efficiency and service user outcomes.

Standards form the basis for quality assurance and improvement processes in many different industries. They act as a benchmark against which the quality of a product or service may be compared and declared acceptable or unacceptable. Standards and standards monitoring are quality assurance components of any comprehensive quality framework.

## Standards for Disability Services in Victoria

People who use disability services have the right to receive high quality services that meet their needs and expectations. The Standards for Disability Services in Victoria set out the expectations of better practice for the delivery of services and supports to people with a disability. The standards attempt to cover all the elements that constitute high quality service for people who use services under the Disability Act 2006.

In 2007, Outcome Standards for Disability Services (Outcome Standards) were introduced into the Quality Framework. The Quality Framework maintains the standards introduced in 1997 as the Industry Standards for Disability Services (Industry Standards).

Together, the Outcome Standards and the Industry Standards provide a focus on both outcomes for people and the quality of services. These Standards form the Standards for Disability Services in Victoria 2007.

## Outcome Standards for Disability Services

The Outcome Standards for Disability Services describe what is important for people with a disability as citizens of Victoria. These standards prompt us to consider the influence and impact our service has upon political, cultural, health and well-being, economic and social outcomes for people with a disability.

The Outcome Standards are:

#### Individuality

Each individual has goals, wants, aspirations and support needs and makes decisions and choices about their life.

#### Capacity

Each individual has the ability and potential to achieve a valued role in the community.

#### Participation

Each individual is able to access and participate in their community.

#### Citizenship

Each individual has rights and responsibilities as a member of the community.

#### Leadership

Each individual informs the way that supports are provided.

### **Industry Standards for Disability Services**

The Industry Standards describe the systems and processes that must be in place in order to support people to achieve outcomes and safeguard the rights of people with a disability, their family members and carers.

The Industry Standards are:

#### Service Access

Fair and equitable practices that are consistent with funding obligations, applicable legislation and purpose of the service are applied when managing and allocating resources.

#### Individual needs

Planning and support is tailored, flexible responsive and appropriate to the individual.

#### Decision making and choice

Support options are planned, developed, implemented and reviewed in a manner that is responsive to the decisions, choices, and aspirations of individuals.

#### Privacy, dignity and confidentiality

Privacy, dignity, and confidentiality is respected and maintained.

#### Participation and integration

Support options are planned, developed, implemented and reviewed in a manner that build opportunities for individuals to participate in the life of the community.

#### Valued status

Support options are planned, developed, implemented and reviewed in a manner that recognise the skills, abilities and potential of individuals and enable the achievement of valued roles in the community.

#### Complaints and disputes

Complaints and disputes are addressed promptly, fairly and respectfully without compromising services to the individual.

#### Service management

Management and governance practice is sound, accountable and consistent with current disability support policy and practice.

#### Freedom from abuse and neglect

Supports are provided in safe and healthy environments that support individuals to exercise their legal and human rights.